

POLICE RECORDS AND COMMUNICATIONS MANAGER

DEFINITION

Under general direction, to plan, organize, supervise and manage the activities and personnel of the records and communications units of the Police Department; to coordinate assigned activities with other divisions, bureaus and outside agencies; to provide direct administrative and technical support to the Support Service Commander and others; and performs related work as required.

CLASS CHARACTERISTICS

This is a non-sworn management classification within the Police Department. Incumbents receive only general direction from the Support Services Division Commander. Incumbents exercise direct supervision over non-sworn professional, supervisory, technical and clerical staff.

EXAMPLES OF DUTIES- (Illustrative only)

- Plans, organizes, assigns, supervises and reviews the work of assigned staff in the Police Records and Communications units.
- Evaluates employee performance, counsels employees and effectively recommends initial disciplinary action.
- Reviews and approves employee work schedules, overtime, vacation, sick leave and time cards
- Develops, administers and conducts training programs in police dispatching, record keeping, office procedures, and forms-processing for Police Department personnel.
- Directs police records preparation, processing and file management activities.
- Maintains security of police records ensuring that information is released in accordance with related laws and department policies.
- Compiles statistical data, or directs such activities and prepares routine reports; conducts records audits.
- Establishes and maintains record keeping systems; oversees and administers law enforcement records management and computer aided dispatch systems.
- Investigates and resolves or recommends action regarding service or personnel complaints related to records or communications activities; provides information to the public in accordance with established laws, codes, regulations and policies.
- Participates in the development of records and communications related goals, objectives, policies and procedures.
- Serves as "Custodian of Records" for the Police Department and appears in court as required.
- Accepts legal liability for the release of police records and responds to all Duces Tecum subpoenas.

- Ensures adequate inventory of supplies and equipment within areas of responsibility; requests equipment maintenance and repair as necessary.
- Participates in the preparation and administration of the department budget.
- Coordinates the preparation of Department statistical reports.
- Ensures compliance with State and Federal reporting mandates.
- Advises and provides assistance to other Department personnel regarding records and communications activities and the operation of the automated records management and computer aided dispatch systems.
- Serves as liaison to other law enforcement agencies with regard to dispatch and records related inquiries.
- Operates a personal computer and uses applicable software.
- Oversees the collection and processing of monies received.
- Performs Public Safety Dispatcher and Records Clerk duties as circumstances dictate.

QUALIFICATIONS

Knowledge of:

- Principles of public and police administration, organization, budgeting and personnel management.
- Principles and practices of supervision, training, and evaluation.
- Functions and relationships within the criminal justice system, including courts and law enforcement agencies.
- Principles, practices and operating characteristics of manual and computerized records management and dispatching systems used in municipal law enforcement environments.
- Operations, services and activities of a public safety communications center.
- Standard telephone, teletype and radio broadcast procedures, and the applicable rules and regulations of the Federal Communications Commission.
- Personal computer hardware and software typically found in a modern office
- Basic mathematical principles.
- Correct English usage, including spelling, grammar and punctuation.
- Pertinent federal, state, and local laws, codes, and regulations.;

Skill in:

- Planning, assigning, supervising, and evaluating the work of assigned support personnel.
- Selecting, training and instructing assigned personnel in work procedures.
- Analyzing complex technical and administrative problems, evaluating alternative solutions, recommending and implementing effective courses of action.
- Acting quickly and calmly in emergencies.
- Operating public safety communications equipment.

- Interpreting and applying federal, state, and local policies, procedures, laws, and regulations.
- Utilizing discretion in the handling and disclosure of confidential information.
- Organizing and setting priorities for a variety of projects and tasks in an effective and efficient manner to ensure meeting of deadlines.
- Preparing clear and concise program documentation, user procedures, reports of work performed, and other written materials.
- Learning the functions of various City departments and divisions.
- Exercising sound independent judgment within established guidelines.
- Using computer technology and applications in the performance of daily activities
- Communicating clearly and concisely, both orally and in writing.
- Assisting in the development of innovative municipal law enforcement practices.
- Establishing and maintaining effective working relationships with those contacted in the course of work.

A typical way to obtain the knowledge and abilities would be:

Equivalent to a Bachelor's degree in criminal justice, law enforcement, police science, public or business administration, or a related field and four (4) years increasingly responsible experience in a law enforcement records and/or communications setting, including two (2) years of supervisory responsibility.

LICENSES AND CERTIFICATES:

Valid California driver's license

POST Civilian Supervisor Course Certificate

POST Records Supervisor Certificate or POST Public Safety Dispatcher Certificate

PHYSICAL DEMANDS

Mobility to work in a standard office environment, use standard office equipment and attend off-site meetings. On an intermittent basis, sit at a desk for long periods of time; intermittently walk, stand, bend, squat, twist and reach while performing office duties; lift light weights. Manual dexterity to use standard office equipment and supplies and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.); vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone and/or radio; may work unusual and prolonged work schedules as necessary.

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This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.